

# **SICC MEETING MINUTES**

**Truman Building, Room 500**

**January 9, 2004**

## **Members Present**

Elizabeth Spaugh  
Debby Parsons  
Pam Byars  
Tracy King  
Sue Allen  
Melodie Friedebach

Valeri Lane  
Vicki Walker  
Leslie Elpers  
Kathy Fuger  
Margaret Franklin  
Darin Preis

Richard Strecker  
Joan Harter  
Rick Horrell  
Gretchen Schmitz  
Sherry Hailey  
Sherl Taylor

## **Members Not Present**

Lisa Robbins

## **DESE Staff Present**

Joyce Jackman  
Karen Allen

Dale Carlson  
Angie Nickell

Pam Williams

**Call to Order and Welcome** - Elizabeth Spaugh called the meeting to order at 8:35 a.m. Introductions were made. Dates for future SICC meetings were announced. The March 12, 2004, meeting date was changed to March 19. Future meetings:

May 14, 2004 – Truman Building Room 500  
July 9, 2004 – Truman Building Room 500  
September 10, 2004 – Truman Building Room 500  
November 12, 2004 – Truman Building Room 500

**Approval of SICC Minutes** – Pam Byars made a motion to approve the minutes as written. Kathy Fuger seconded the motion. Motion passed. It was suggested that a copy of each of the approved minutes should be sent to the Governor's office. Lina will find out who the contact is at the Governor's office.

It was also suggested that the SICC Budget and Attendance Log item be removed from the SICC agendas.

**LICC Reports** – LICCs indicated that many have some of the same issues which include difficulty coordinating efforts at the local level when no one is designated to do the job and difficulty getting parents/members involved.

The Dent County LICC indicated that they are focusing on provider recruitment. Barry Lawrence LICC reported that they have several parents involved and are assisting with Child Find. The Boone County LICC reported that, with the assistance of a panel of parents and doctors, they will be doing a presentation about First Steps in Columbia where they will be handing out packets of information to parents.

It was suggested that facilitators include in their reports their successes and the steps taken to become successful.

Valeri Lane questioned how to proceed now that the SICC has determined that some of the LICCs have similar issues. With the facilitator contracts ending, there will be a gap before contracts are back in place. She felt that there is a need for LICCs to communicate with each other. It was suggested that there may be ways through the use of the web or an interactive listserv to provide dialog between the LICCs. The LICCs are a

strong voice for the First Steps program by playing an active role in recruiting providers and getting the word out to parents (Child Find).

Joyce Jackman indicated that she would check to see if contracts could be extended (this would only be for the southern part of the state). She indicated that some of the contracts will end with no chance of renewal.

The SICC discussed the possibility of setting up a listserv for the LICCs. Pam Byars made a motion to pursue the concept of an interactive listserv between the LICCs and others interested. Debby Parsons indicated that DESE would need to determine the costs (could possibly amend CISE's contract to allow for them to monitor and maintain the listserv). Darin Preis offered to have the Head Start Collaboration office get the listserv started. It was suggested that facilitators send e-mail addresses to Darin Preis to be included in the listserv. It was suggested that the listserv be up and running by the end of January since facilitator contracts will be ending. Participants in the listserv need to be made aware that this is not a DESE listserv. The SICC would like to have feedback at the next meeting to see if this has been helpful. Sherry Hailey seconded the motion. Motion passed.

### **Budget/Finance Update**

**Supplemental Request** – Dale Carlson indicated that the supplemental request is with the legislature now and the process has been started. A short-term fix was put in place to keep funding in place until the supplemental is approved and available. The window for sending in letters of support to legislators for the supplemental is now. The supplemental was requested in the amount of \$7.8 million. DESE has asked for an increase in funding for next year to cover the projected costs. Valeri Lane suggested that Dale provide a handout regarding budget information for the First Steps program at each SICC meeting.

Dale indicated that the cost per child is actually starting to drop just a bit. DESE uses the December child count to figure the cost per child; however, this does not include children that are found not eligible. The December child count is a listing of children receiving services (has an IFSP in place) on December 1.

**Concept Conference** – Dale Carlson indicated that earlier this week there was a conference put on by OA and DESE for individuals interested in the Phase I SPOE rebid. This concept type of meeting focused on what DESE can do or look at to address the issues with the system. There was a good representation from the SPOEs and others interested. OA requested any additional written comments to be sent to them by January 13, 2004, for this particular bid, then the Phase I RFP will be finalized.

Valeri Lane indicated that the following items need to be addressed in the SPOE bids:

- Geographic make-up of the SPOE regions
- Phase I bids - too low, grossly under staffed
- Administrative responsibility for the contracts (within the SPOE) – oversight of the program
- Pricing structure of SPOE contracts
- Oversight of cost containment
- Oversight of service coordination and providers
- Training/technical assistance within the SPOEs
- Performance requirements

DESE will be operating two systems for a while. This will be a pilot with Phase I SPOEs, DESE does have the option to rebid the Phase II SPOEs if needed. The goal is to have one system again.

It was suggested that the LICCs should be given more responsibility and there should be a collaborative effort with the SPOEs to make sure that appropriate services are being provided to children. The local LICCs could be the “check” over the SPOEs. This was something that was set up in the beginning, but was removed when funding was removed from the LICCs.

Joyce Jackman indicated that once DESE has the SPOE RFP finalized, DESE will be able to finalize the facilitator RFP (shortly after the SPOE rebid). Facilitator contracts will end at the end of January. SPOE contracts will end on June 30.

The training contract will also be ending the first part of February. At this time, there are no plans for competitive bids for this contract. Discussion and planning is still taking place.

The CFO contract was rebid and Covansys was awarded the new contract beginning January 1, 2004. DESE is working with them on the web-based system.

The provider module will be tested in March and, if everything is okay, it will go on-line for the rest of the state by April or May. If you are a provider and are interested in assisting with testing the web system (module), contact Joyce Jackman.

The web-based system will include electronic claims, remittance, on-line claims, provider account management, HIPAA requirements are embedded, view of authorizations, view number of units remaining, and provide claims history. It is undetermined at this time who will be able to enter authorizations. Service Coordinators and providers will not be able to enter authorizations for themselves. The turn-around time and efficiency will be much improved. It will be password driven as to who will be able to enter information. It will also be user ID and date stamped to know who has entered what and when.

**Training** – DESE will be working with CISE for the remainder of the fiscal year to provide as many module trainings as possible. A retool of the trainers will be provided in March. Additional trainings will take place in April and June. Phase I providers have a deadline of April 1, but this may need to be extended by a couple of months. Debby Parsons indicated that due to the budget DESE has involved CISE in an attempt to lower the cost for training coordination. Providers will be contacted directly indicating the modules they still need. DESE is reviewing the training modules and the length of time for the trainings.

**Orientation Training** – Angie Nickell, supervisor in the Effective Practices Section, indicated that the next training session will be January 15-28. Open enrollment will be in February. E-mail addresses were used from the provider matrix. Free on-line orientation training will be available for the remainder of the year (approximately one training per month). The training takes about two hours to go through. The video can be stopped and started and can be viewed anytime 24 hours a day. Microsoft video player can be downloaded free of charge for those who do not already have it on their computer. The test can be taken anytime during the training session period (2 weeks). The participant information is available on-line for them to read and review prior to the video.

**Service Coordination Training** – Angie Nickell indicated that training for service coordination will take place January 30 and 31. The time slots will be from 3:00 p.m.-9:30 p.m. on January 30 and 9:00 a.m.-4:00 p.m. on January 31 in Columbia. DESE has targeted the service coordinators needing the training via e-mails/letters. There was discussion on what should be done if service coordinators do not take the training. Some suggestions were:

- To not allow them to provide service coordination (would there be sufficient numbers of service coordinators to provide services to families).
- DESE could contact parents informing them that their service coordinator is in need of training and will not be able to provide services to them if they do not receive the required training.
- The names of service coordinators who have not taken the required training could be posted.
- Include in the matrix a field that would show what training a person has taken.

DESE has been discussing these same issues with the CFO.

### **Working Lunch**

**Update on Family Cost Participation** – Dale Carlson indicated that there will be some debate on the draft legislation sent via e-mail earlier this week. This could be a critical piece as far as the funding issues. Some families that are on Medicaid will be excluded. It will give DESE access to the insurance side and if the language is drafted, could give us access through the early intervention program - could then see fairly substantial dollars. Service coordinators will need to have parents first turn in a claim to their private insurance; if denied and they are Medicaid eligible, Medicaid will pay. Medicaid cannot pay on a claim until

the insurance has first been tried. DESE would like to keep the legislation as simple as possible and then put the details in regulations. This would cover OT, PT, speech, and assistive technology only. OA and the Governor's office are currently reviewing the proposed legislation. It was suggested that at the March meeting that a group interested in cost participation could be brought together to discuss what needs to be included in the regulations.

**Update from DOHSS on Cost Containment Survey**— Margaret Franklin indicated that someone from her staff would work with the LICC facilitators to draft a survey to be used as a message carrier from the LICCs to the SICC and DESE. LICCs were asked for their input on the survey. The facilitators met, compared topics, and contacted representatives from different groups from different regions of the state. Anyone in the system could fill out a survey but the target audience would be the LICC members. It was suggested that DESE put the survey on the web, then the information could be stored in a database for easy review. It was also suggested that DESE could send out a message to at least one contact person per LICC. The LICCs could then ask as many of their LICC members to complete the survey. It will be left on the web for approximately two weeks; DESE could then report back the findings at the March SICC meeting.

The following edits/suggestions to the survey were made:

- add to the survey a question asking if the person completing the survey is an LICC member (and which LICC) or not.
- Change to "Dear LICC member."
- Remove the question asking if they would be okay having someone contact them later.

Margaret Franklin will clean up the survey and send to DESE. This will be on the agenda for the March meeting.

**Update from the SPOE Meeting** – The purpose of the SPOE meeting last night was to bring the SPOEs together to implement some strategies. Successful findings were that referrals are up, Child Find is working, and parents feel empowered by the choices they are able to make. They discussed oversight of the SPOEs and communication. Three main issues were:

- The facilitator's contracts are expiring.
- Collaboration between state agencies (combined enrollment form, how to benefit the SPOEs).
- Increased need for technical assistance for the SPOEs (from the lead agency).

**Subcommittee** – It was suggested that the creation of a subcommittee could be a way for SPOEs to have their concerns reviewed and discussed and have them brought to the SICC. There was discussion about whether a subcommittee was needed or if there was another way to get technical assistance quicker.

It was suggested that SICC representatives be present at the SPOE meetings. The SPOE meetings will probably be back to back with the SICC meetings. SICC members could be included on the SPOE listserve. If interested, please contact Karen Jacobi or Jennifer Coleman.

DESE is looking at setting up a tracking system for e-mail messages coming in from the webreply. If you are sending a webreply that is time sensitive, put a date on it that you need a reply back by. DESE will take the questions that are being asked and send the answers to the person asking the question and in some cases, if relevant, will send the information to all of the SPOEs. SPOE update will be added to agendas on a regular basis.

**Facilitator Reports** – A list of issues and concerns that the facilitators compiled was sent to DESE, to which DESE has responded. Some issues/concerns may need additional follow-up. Three facilitator exit reports were handed out and discussed. The reports outlined accomplishments and what still needed to be done. DESE was asked to send out a notice to people letting them know that after a certain date they should no longer contact certain facilitators.

It was suggested that a couple of columns be added to the Issues and Concerns document to include who is working on the item and the estimated timeline. This will become a working tool/tracking device (includes long and short term items). It was suggested that this document be posted on the web. Facilitators can also

distribute it to their LICCs. The SICC will need to assist DESE in prioritizing the list. A subcommittee of Rick Horrell, Sherry Hailey, Leslie Elpers, and Valeri Lane will do this via a conference call. Rick Horrell will contact Lina Browner to set up the conference call.

The SICC would like to receive an update from the Funds Management Section regarding their discussion with Medicaid on rates. What options are being discussed?

**DESE-OSEP** – Debby Parsons indicated that DESE has not yet received a report from OSEP. DESE is working to make progress towards the two percent and in the monitoring area. OSEP asked DESE to be more specific and concrete with in the monitoring reports to the SPOEs. OSEP was concerned with the number of monitoring items that are out. OSEP wants every single file to be complete and accurate. OSEP was concerned that no monitoring was done during the Redesign period. All aspects of the system need to be monitored as this time. DESE talked with OSEP about issues with contracts DESE has had. OSEP will send DESE copies of contracts from other states that had performance (incentives for failure to perform). If DESE receives prior to the March meeting, this item will be listed on the agenda. Pam Williams indicated that DESE is in the process of redoing the reports and when they are ready, they will be sent to the SPOEs and the SICC. OSEP reviewed and was please with the data system. Debby indicated that DESE staff felt that it was a very helpful visit and OSEP shared a lot of good information.

#### **Future Agenda Items**

- Role of the SICC
- Sunshine Law
- Discussion of what DESE can do to prevent gaps in contracts (facilitators and SPOE bids)
- Review OSEP and SPOE report
- Reconvening of the Redesign Task Force

The facilitators were thanked by the SICC for the incredible job they have done over the past months/years. Valeri Lane made a motion to adjourn the meeting. Elizabeth seconded the motion. Motion passed. Meeting adjourned at 3:10 p.m.